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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

June 29, 2006

The Honorable Laura Knaperek, Chair
Joint Legislative Audit Committee

The Honorable Robert Blendu, Vice Chair
Joint Legislative Audit Committee

Dear Representative Knaperek and Senator Blendu:

Our Office has recently completed a 12-month followup of the Department of Economic Security—Division of Children, Youth and Families—Child Protective Services—CHILDS Data Integrity Process, regarding the implementation status of the 10 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in May 2005 (Auditor General Report No. CPS-0501). As the attached grid indicates:

- 2 have been implemented; and
- 8 are in the process of being implemented.

Our Office will continue to follow up at 6-month intervals with the Department on the status of the recommendations not yet fully implemented.

Sincerely,

Debbie Davenport
Auditor General

DD:Acm
Attachment

cc: David Berns, Director
Department of Economic Security

**DEPARTMENT OF ECONOMIC SECURITY
DIVISION OF CHILDREN, YOUTH AND FAMILIES—
Child Protective Services—
CHILDS Data Integrity Process
12-Month Follow-Up Report To
Auditor General Report No. CPS-0501**

FINDING 1: Actions needed to improve critical CPS data

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
1. The Division should develop formal division-wide data monitoring and correction policies and procedures that:		
a. Identify the roles and responsibilities of all individuals involved in the exception reports and online alerts;	Implementation in Process	
b. Develop performance measures for timely exception report data correction and online alert resolution; and	Implementation in Process	
c. Provide for monitoring staff's performance.	Implementation in Process	
2. Division and district management should evaluate district automation liaisons' (DAL) duties and prioritize them, as appropriate. In addition, the Division should provide additional training to give the DALs a better understanding of how it expects them to perform their data monitoring and follow-up responsibilities.	Implementation in Process	

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FINDING 1: Actions needed to improve critical CPS data (cont'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
3. The Division should explore ways to streamline the case record review process and make it more efficient and strengthen the effectiveness of supervisory review for ensuring quality case data.	Implementation in Process	
4. The Division should evaluate the consistency of CHILDS field training throughout the State, develop an action plan to make field training more consistent state-wide, and implement the plan by July 2005.	Implemented at 6 Months	
5. As part of the continuing professional education recommended by the Governor's Office action plan, the Division should provide mandatory refresher trainings focused on significant changes to CHILDS.	Implementation in Process	

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FINDING 1: Actions needed to improve critical CPS data (concl'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
6. The Division should administer its training assessment tool at least four times within the first year of doing so, determine if the skills and knowledge that case managers learn during classroom and field training are transferred to the job, and revise and enhance its training based on the results.	Implementation in Process	
7. To help division staff better manage their workloads, the Division should:		
a. Conduct comprehensive and systematic review of all its CPS processes to identify and address those processes that can be streamlined or eliminated.	Implementation in Process	
b. Implement the CHILDS changes, scheduled for 2005, to facilitate easier navigation of CHILDS and to reduce data entry requirements, and review the process it uses to identify and implement additional changes that would further improve CHILDS' functionality and user-friendliness.	Implemented at 6 Months	